Help Promote Fair, Open and Effective Public Administration
Join the Office of The Ombudsman

Established under The Ombudsman Ordinance, Cap. 397 of the Laws of Hong Kong, the Office of The Ombudsman has a vision to ensure that Hong Kong is served by a fair and efficient public administration. We are committed to improving public administration through independent, objective and impartial investigation into complaints of or suspected injustice caused by maladministration.

Applications are now invited for the following position:

Assistant Investigation Officer

Roles and Responsibilities

Reporting to Chief Investigation Officer, the job holder will serve in an Investigation Team or the Assessment Team to carry out the following duties:

(1) To act as a Case Officer to manage the full cycle of complaint processing by handling complaints of alleged maladministration and conducting investigative work, including examining and assessing complaints, conducting inquiries/mediation, carrying out site visits/inspections, scrutinising and analysing information/evidence, interviewing informants/witnesses, preparing draft correspondence, replies and reports, announcing investigation reports, following up on the implementation of recommendations, etc.;
(2) To act as Duty Officer on a rotational basis by receiving complainants, answering enquiries, taking telephone complaints, etc.;
(3) To man the reception counter and hotline on a rotational basis; and
(4) To facilitate the promotion of the work of the Office by participating in public education and publicity programmes/activities.

Entry Requirements

(1) Unquestionable integrity and conduct;
(2) A recognised degree from a Hong Kong university or equivalent;
(3) A good command of spoken and written Chinese (including conversational Putonghua) and English;

(4) A good team player capable of delivering results independently and owning a strong sense of time management;
(5) Profound interpersonal, analytical and communication skills;
(6) Knowledge of Microsoft Office particularly Chinese and English word processing; and
(7) Possession of qualifications/experience related to investigation and/or mediation will be an advantage.

(**Current final-year university students are welcome to apply**. If selected, their appointments will be subject to the production of proof of the required academic qualifications. Commencement of their service will be in July/August 2025.)

Remuneration and Terms

A competitive remuneration and benefits package, which includes a basic salary of around **HK$35,000** plus **HK$2,200** cash allowance per month at current levels, paid annual leave, general holidays, medical and dental insurance, life and disability insurance and MPF, 5-day work week, etc., will be offered. The successful candidate will be appointed on contract terms of around three years. Subject to satisfactory performance, a gratuity will be payable on completion of the contract, which, when added to the employer's contribution to a Mandatory Provident Fund scheme, equals 15% of the total basic salary for the contract period. Subject to service needs and staff performance, renewal of contract will be considered.

Application

Please send your application (which should include a cover letter explaining why you are interested in the position, why you consider yourself suitable for it and in what ways you can contribute to the Office of The Ombudsman in both English (not less than 500 words) and Chinese (not less than 300 words), a completed application form, and a CV) by email to hr@ombudsman.hk. Application form is available on our website (http://www.ombudsman.hk). The closing date of application is **2 December 2024.** Applicants who do not receive a reply from the Office within three months from the closing date should regard their applications as unsuccessful. For enquiries, please email to hr@ombudsman.hk.

General Notes

All applications will be treated in the ***strictest confidence****. Personal data provided will be used strictly for recruitment and employment-related purposes. Applicants may request access to and correction of personal data collected from them. Such requests should be sent to the Chief Manager at the above email address.*

The Ombudsman is an Equal Opportunities Employer.